

## **CDC & ATSDR GUIDELINES/PROTOCOL FOR CONTACTING WAN/LAN SUPPORT**

This document pertains to support of the CDC wide area network (WAN) and local area networks (LANs). Emphasis is on whom to contact when there is a problem and technical assistance is required.

\* Users with software or hardware problems are to contact their LAN Administrator or their appropriate User Support area.

\* LAN-related technical assistance is supported by Computer & Hi-tech Management, Inc. (CHM) through provisions of the microcomputer support contract should a LAN Administrator require such assistance on hardware or software related issues. Additionally, CHM supports standard CDC Level I hardware and software.

\* CHM is the contact point for diagnostics to be run on a local LAN. This includes use of specialized equipment, such as the Network General sniffer. An example where this would be appropriate would be a "ring beaconing" situation, rapidly increasing use of a file server "packet receive buffers," or repeated file server abends.

\*If a problem/assistance is encountered by IRMO/NTB personnel which CHM normally handles under the microcomputer support contract, then IRMO/NTB will contact CHM (through phone triage with the person requiring assistance).

\*CHM escalates calls for problem/assistance resolution to IRMO/NTB through CHM management only.

Note that all areas that might require assistance by LAN Administrators are not always directed to CHM. In some cases IRMO provides for other contact points. Examples are the OPS/IRMO Support Helpdesk (E-mail ONLY), NTB WAN/LAN Problem Line/Help Desk, "NDSHelpDesk"(E-mail ONLY) and "Mainframe User Support".

In instances of doubt as to who is appropriate to contact for assistance, please call the "NTB WAN/LAN Problem Line/Help Desk" number listed below. The "NTB WAN/LAN Problem Line/Help Desk" is staffed from 8:00am until 5:00pm Monday through Friday. An "on call" number is provided after hours.

CHM rotates a pager among their Managers after hours and on weekends for

Network Emergencies. That pager number is (678)751-9884. The CHM Call Center telephone is set up to direct after hours emergency calls to this pager number. This pager number will be active 24 x 7 but should be used only for emergency situations as defined in CDC's Wan Emergency Notification.

A list of contact number is provided below:

CHM (678)547-0311

NTB WAN/LAN Problem Line/Help Desk (404) 639-7800

Mainframe User Support (404) 639-7500